

YOUTH SERVICES POLICY

Title: Juvenile Electronic Tracking System (JETS) Next Annual Review Date: 10/12/2017	Type: C. Field Operations Sub Type: 5. Monitoring Number: C.5.6
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References: See Attachment (a) - References	
STATUS: Approved	
Approved By: Mary L. Livers, Deputy Secretary	Date of Approval: 10/12/2015

I. **AUTHORITY:**

Deputy Secretary of Youth Services (YS) as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

II. **PURPOSE:**

To establish the Deputy Secretary's policy regarding the Juvenile Electronic Tracking System (JETS).

III. **APPLICABILITY:**

This policy applies to all YS employees.

Unit Heads are responsible for ensuring that all necessary procedures are in place to comply with the provisions of this policy.

IV. **DEFINITIONS:**

Juvenile Electronic Tracking System (JETS) - The centralized database utilized to track all youth under OJJ supervision or in OJJ custody and to record all case record activity.

Reconciliation Report - A report used to compare sets of records in the JETS database for the secure care facilities to check for possible errors or incomplete youth data so the facility can make the necessary corrections in JETS.

Unit Head – Deputy Secretary, Facility Directors and Regional Managers.

URAC – A Uniform Request Approval Cycle form in Lotus Notes, used as the primary means of requesting PSS/IT work.

YS Employee - For the purposes of this policy, a YS Employee includes

V. POLICY:

It is the Deputy Secretary's policy that an organized system of information storage, retrieval, and review relevant to the youth under the supervision or in the custody of YS be maintained. The JETS is part of an overall decision-making process which relates to youth, operational and planning needs, and implementation and evaluation of programs.

All JETS records shall be up-to-date and readily available to ensure the status of all youth assigned to YS, and to provide for the efficiency and effectiveness of service delivery to the courts, release authorities, and outside entities upon request.

Each Unit Head shall develop procedures necessary to ensure that only those with legitimate business and a lawful right to information shall have access to the records pursuant to YS Policies.

The contents, maintenance and access of all youth JETS records shall be in accordance with YS Policies as noted in the "References" [see Attachment (a)].

VI: PROCEDURES

- A. All information contained in JETS shall be confidential, and access to JETS shall be restricted to authorized personnel only (refer to YS Policy A.5.1).
- B. Each Unit Head shall develop procedures to ensure the accuracy of information entered into JETS, and that data entry timelines are adhered to as established in YS Policies for numerous reasons, some of which are noted below:
 - a. JETS data is utilized in YS data collection processes to develop outcomes, analyze trends, identify weaknesses, develop baselines for use in budget projections, decision making, and to set future goals for the agency.
 - b. Reports are developed, maintained and produced by the Data Warehouse in Continuous Quality Improvement Services (CQIS), utilizing in-house data from the JETS
 - c. Monthly, quarterly and annual JETS reports are compiled and issued throughout the agency for quality assurance purposes and is based on data entry;

- d. A youth's assignment, reassignment, release or discharge, SAVRY assessments and reassessments, specialized programming, considerations for recommendation of modification, furloughs, escorted absences, program assignments and completion, placement and supervision levels, all rely on information entered in the JETS in order to formulate reports to the court;
- e. Alerts/detainers/flags may affect a youth's placement, monitoring and services needed;
- f. Information on a particular youth may be released to those persons identified in YS Policy No. B.3.2, pursuant to La. R.S. 15:574.12;
- g. Requests for information on a youth may be received at any time by an individual or another agency;
- h. A youth's record may be subpoenaed at any time;
- i. A youth may have access to specific documentation in his JETS record.
- j. Documentation of individual youth participation in community services, volunteer programs and restorative justice projects is essential to a youth's length of stay;
- k. Up-to-date information in JETS plays a significant role in the event of an escape/runaway from a secure/non-secure facility;
- l. Case narratives in JETS document a youth's right to grieve and the action taken as a result of a grievance;
- m. A youth's documented collateral contacts made in the community with identifying appropriate resources such as schools, courts and other state agencies are critical in the overall supervision and monitoring of the case.
- n. A case may be transferred to another region for supervision at any time;
- o. Information entered in the payment screen in JETS by the PPO/J is forwarded to the La. Department of Revenue for collection of outstanding balances due. Supervision fees, secure care assessments, and non-secure care assessments are flagged within the LDR system to be garnished from their LA state tax refunds if the financially responsible person fails to pay.
- p. The district attorney and/or the crime victim family or family member is required to be notified of specific occurrences of identified youth in a secure care facility, pursuant to Children's Code Art. 811.1(A)(11);

- q. Eligibility for federal reimbursement to the agency is based on the PPO/J ensuring a parent or financially responsible person completing the FAST I and FAST II assessment forms in JETS; and
- r. Reimbursement from federal funding sources is dependent upon the input of information in JETS;
- C. Issues with the JETS shall be reported via e-mail to JETS.Helpdesk@la.gov and the employee's supervisor.
- D. A Uniform Request Approval Cycle (URAC) shall be completed for special JETS projects involving new reports, additions, etc. pursuant to YS Policy No. A.5.10.

VII. QUALITY ASSURANCE:

Unit Heads are ultimately responsible for ensuring that supervisors continuously review timelines and accuracy of data input of staff under their supervision. The following reports are issued weekly and require immediate action:

- A. Weekly JETS Reconciliation Reports shall be forwarded to each Unit Head/designee for review. Required corrections shall be completed within seven (7) working days of receipt of the weekly reconciliation report.
- B. Regional Weekly Reports shall be distributed to the Chief of Operations, Regional Directors, Facility Directors, Regional Managers, the Director of Treatment and Rehabilitation, and the Central Office Program Manager 2, outlining potential errors that exist in JETS. Required corrections shall be completed within seven (7) working days of receipt of the Regional Weekly Report.
- C. YS employees reviewing or entering data into a youth's record, should report any questionable information to Treatment Director or Regional Manager for review and action, if applicable.
- D. The JETS Helpdesk shall be utilized on a daily basis to capture issues, feedback, requests and comments on the functionality of the system.

Previous Regulation/Policy Number: C.5.6

Previous Effective Date: 09/18/2014



Attachments/References:

C.5.6 Attachment (a) - References.docx